



Behaviour Policy

Purpose and Scope

This policy sets out expected standards of behaviour and attendance for all apprentices enrolled with KEITS Training Services Limited, and for staff, visiting speakers and employers engaged in delivery. It applies to all activities under the KEITS remit, including on-site training, employer premises, off-site visits, online learning, and work-based assessments.

Policy Statement

- We are committed to a safe, respectful, and inclusive learning and working environment that promotes professional conduct aligned to workplace standards.
- We expect high attendance and punctuality to maximise learning and meet programme and funding requirements.
- We promote British values (democracy, the rule of law, individual liberty, and mutual respect and tolerance) and uphold safeguarding, Prevent, equality, diversity, and inclusion.

Roles and Responsibilities

- Apprentices: Comply with this policy, attend and engage, communicate issues early, and represent KEITS Training Services Limited professionally.
- Tutors/Training Consultants: Model expected conduct, record attendance, challenge poor behaviour, and provide support and reasonable adjustments.
- Designated Safeguarding Lead (DSL): Oversee safeguarding concerns, referrals, and staff training.
- Employers: Provide safe workplaces, support attendance and off-the-job training, and communicate concerns promptly.
- Senior Leadership: Monitor compliance, act on data and concerns, and ensure staff are trained in managing inappropriate behaviour.
- Visitors: Adhere to this policy and individual premises requirements.

Code of Conduct

Apprentices and learners must abide by the relevant KEITS Code of Conduct.

Attendance and Punctuality

Expectations

- Minimum overall attendance target: 90% for all scheduled learning (on-site, remote, and planned off-the-job hours). Attendance below 85% will trigger an intervention.
- Punctuality: Arrive ready to learn at the scheduled training/assessment time; repeated lateness will trigger interventions.
- Medical and other unavoidable appointments should be outside learning hours where possible.

Reporting Absence

- Sickness or absence must be reported by the apprentice personally in line with their employer's guidelines.
- Sickness/absence to an assessor/tutor session should be notified to the relevant assessor/tutor.
- For safeguarding concerns, contact: safeguarding@keits.co.uk.
- Evidence may be required, such as a fit note or other relevant documentation.

Recording

- Attendance is recorded per session and can be reviewed by employers and apprentices/learners in our e-portfolio system.
- Off-the-job hours for apprentices are logged accurately against the training plan.

Authorised vs Unauthorised Absence

- Authorised: Illness (reported correctly), bereavement, pre-agreed medical appointments, statutory obligations, reasonable adjustments, agreed religious observance.
- Unauthorised: Non-notified absence, persistent lateness, personal errands, holidays without prior approval.

Interventions Triggered by Attendance

- Stage 1 (early warning): Attendance below 85% at any point during the programme - tutor discussion and action plan.
- Stage 2: Repeated attendance below 85% and/or non-engagement — formal recorded review meeting with apprentice/learner and where appropriate employer and/or parent/guardian.
- Stage 3: Consistent attendance below 85% and/or non-engagement — behavioural contract; risk-of-withdrawal letter.
- Stage 4: Continued non-compliance — withdrawal from the programme, following a fair process and right of appeal.

Safeguarding, Prevent, and Welfare

- Concerns about safety, abuse, neglect, radicalisation, mental health, or self-harm must be reported immediately to the DSL.
- We will make reasonable adjustments and referrals to support services where needed.
- Searching, screening, and confiscation may occur where there is reasonable belief of prohibited items (e.g., weapons, drugs) in line with legal guidance.
- Hate incidents and sexual harassment/violence are zero tolerance and will be addressed swiftly and supportively.

Managing Concerns, Misconduct, and Sanctions

Informal Resolution

- Tutors address low-level issues promptly with coaching, action plans and reminders, recorded on the learner e-portfolio.

Formal Process (proportionate, fair, and evidence-based)

- Investigation: gather statements/evidence; consider mitigating factors and support needs.
- Outcomes may include:
 - Verbal or written warning
 - Behavioural/attendance improvement plan
 - Temporary removal from a session or activity
 - Suspension pending investigation (if risk)
 - Final written warning
 - Withdrawal from programme
- Gross misconduct (e.g., violence, theft, serious bullying/harassment, possession of weapons/illegal drugs, criminal acts, serious breaches of safety) may lead to summary suspension/withdrawal after due process.
- Right of Appeal: Apprentices/learners may appeal sanctions within 5 working days to appropriate Sector Lead, who will review and respond within 10 working days.

Partnership with Employers

- Training plans set clear expectations for release for off-the-job training and assessments.
- Employers will be notified of attendance concerns and involved in improvement plans.
- Misconduct at the workplace affecting learning will be addressed jointly, respecting employer policies and employment law.

Support and Reasonable Adjustments

- Access to learning support, mental health support, financial hardship guidance, and careers advice.
- Adjustments may include flexible timings, assistive technology, or modified assessment methods, agreed via support plans.

Data Protection and Confidentiality

- Behaviour and attendance records are processed lawfully under UK GDPR and the Data Protection Act 2018, retained per our retention schedule, and shared only where necessary (e.g., with employers, funders, or safeguarding agencies).

Monitoring and Review

- Monthly monitoring by Sector Leads
- Monthly performance data is monitored by SMT.
- Quarterly Review by Governors

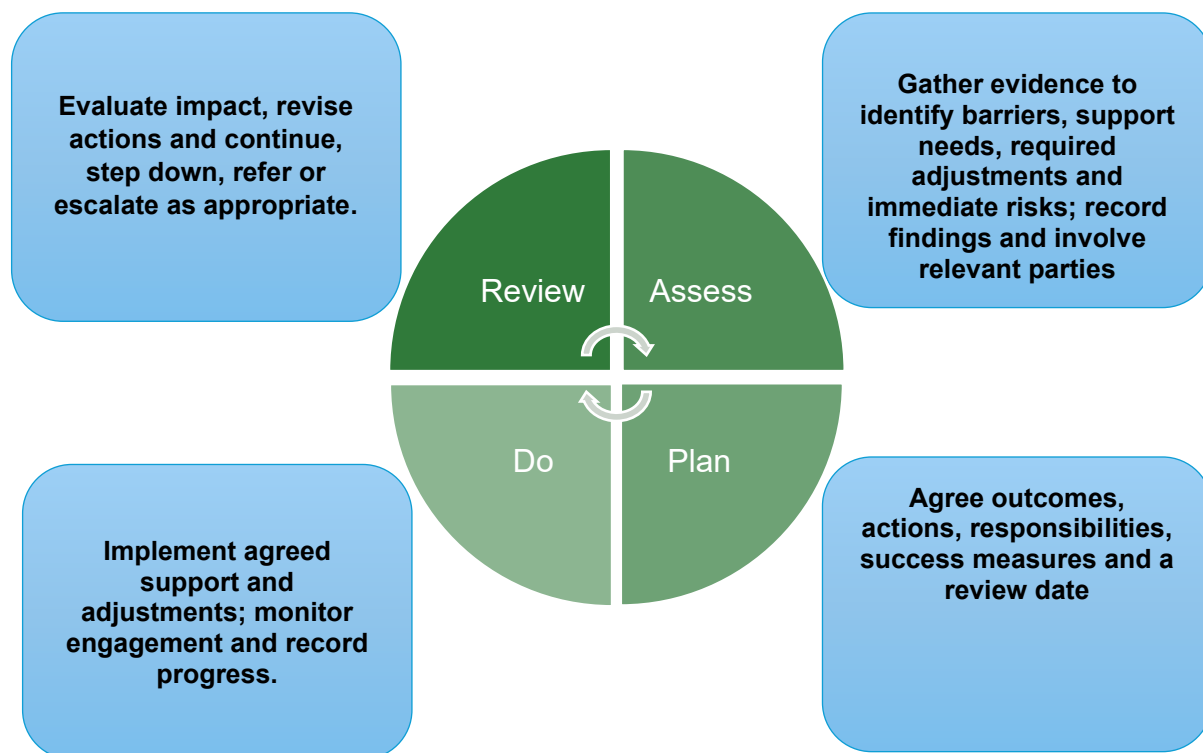
Communication and Training

- Policy issued at induction; apprentices/learners and employers confirm receipt.
- Staff receive annual training on safeguarding, Prevent, EDI, Inclusion and data protection.

Related Policies

- Child Protection, Safeguarding and Prevent Policy
- Acceptable Use of IT Policy
- Health and Safety Policy
- Assessment and Malpractice Policy
- Complaints and Appeals Policy
- Equality, Diversity and Inclusion Policy
- Fitness to Study/Engage Policy

This cyclical model at KEITS Training Services is a structured approach to Behaviour



Doc Control/Docs/All Company Policies/Learners	Behaviour Policy	LWP	Jul'26	2 / Sep'26	Oct'28
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